



Dear City of Houston Employee:

The City and CIGNA are working to ensure that every City of Houston employee or retiree who elected or is eligible for medical benefits is loaded into CIGNA's membership system so that you will receive your CIGNA ID card.

If you need to see a doctor or fill a prescription, you can use the temporary ID card below until your actual ID card is received. **If you are an active employee, you will need to present your City of Houston ID Badge and this letter when you seek care.** Please make sure the name of the benefit plan on the card is the one which you selected.

- Your health care professional should call CIGNA Customer Services at 1.800.997.1406 to confirm eligibility and coverage. If the information has not yet been received from the City, CIGNA will contact the City for you. The 800 number is available 24 hours a day, seven days a week.
- Your City of Houston Account Number is 3334562.

**In an emergency or urgent situation you should seek care immediately.** If the health care professional is unable to verify your coverage and requires payment from you, be sure to save your receipts. Call CIGNA Customer Service to receive instructions on submitting the bills for reimbursement and you'll be reimbursed based on your coverage provisions.

We appreciate your cooperation and understanding. If you have questions about your new coverage:

- Contact your City of Houston CIGNA onsite Care Advocates at one of the numbers below Monday – Friday, 8 a.m. – 5 p.m. beginning May 2nd at 713-837-9448, 713-837-9375, 713-873-9376 or 713-837-9377.
- Contact CIGNA Customer Service at 800.997.1406, available 24/7 including holidays.

If you have a prior authorization or referral from BCBS for a service scheduled on or after May 1, 2011, please call the CIGNA 800 number to discuss transition options.

If you currently have durable medical equipment authorized through BCBS, please call 1-888-999-2422 CIGNA's vendor Care Centrix to make sure there are no interruptions.

CARE TYPE  
KelseyCare



**TEMPORARY ID CARD VALID UNTIL 06/30/11.**

Group Name: City of Houston

Account Number: 3334562

Effective Date: 05/01/2011

CIGNA ID: Use SS#

Customer Service: 800-997-1406

Pre-certification Applies - Call number above

Mail Claims to: P.O. BOX 182223, CHATTANOOGA, TN 37422

PCP Visit: \$30  
Specialist: \$60

Retail Pharmacy: \$10/\$45/\$60/ Specialty RX Not Available  
Pharmacy Ded: \$100 Employee/\$300 Employee & Family  
Home Delivery Pharmacy: \$25/\$113/\$150/\$100

Rx BIN: 600428 Control: 00600000

\*Valid form of identification until 6/30/2011 or permanent ID card is presented or benefits are confirmed telephonically whichever occurs first

